A Community Human Relations Assessment and Improvement Process

The Greensboro Experience

By
The Human Relations Department

and

The Human Relations Commission
The Commission On The Status of Women

A Comprehensive Assessment of Human Relations in Greensboro to ascertain perceptions or progress, identify current needs and discover future 21st Century challenges facing our city.

Conducted By
McKoy and Associates Management Consultants
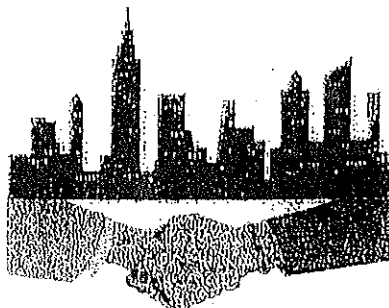
The Governance Challenge of Diverse Cities in the 21st Century

American cities are today undergoing unprecedented changes as our communities, schools, and businesses move toward greater diversity. As our community norms and traditions experience tensions due to greater cultural change, officials will face new governance challenges in meeting the needs of competing groups. New insights and strategies will be required by community leaders in addressing the contemporary issues of diverse cities. How well our communities perform today in a culturally diverse environment will affect the quality of our relationships in the new millennium.

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Human Relations Assessment

Assessment Objectives:

1. To assess the perceptions of equality of opportunity in Greensboro in the following areas:
   A. Employment Opportunity
   B. Fair Housing
   C. Educational Opportunity
   D. Law Enforcement/Administration of Justice
   E. Affirmative Action

2. To identify accomplishments and areas of progress in Human Relations in Greensboro that have led to improving relations between citizens.

3. To identify current/contemporary human relations issues facing Greensboro that if not addressed can impede progress as a city.

4. To discover new/21st Century challenges in human relations for Greensboro's future

Methodology

The Human Relations Assessment is a comprehensive examination of perceptions human relations in Greensboro. The assessment process called for three phases:
1. A Survey of Opinion Leaders
2. Focus Group discussions
3. Public Hearing

Opinion Leaders Survey:

The human relations survey questionnaire utilized during the study was developed by McKoy and Associates Management Consultants with consultation by the Human Relations Department Staff. The survey questionnaire was sent to 150 opinion leaders throughout the city to ascertain their views regarding perceptions, thoughts and experiences regarding human relations in Greensboro. Participants were asked to complete the questionnaire and return by mail to the Human Relations Department. The Human Relations Department Staff with input from the Human Relations Commission, Commission on the Status of Women and other key city staff identified opinion leaders throughout the city.

Section I of the survey asked opinion leaders to share their perceptions regarding equality of opportunity. *Section II* allowed opinion leaders to share views in writing about past human relations accomplishments, current human relations issues and future challenges facing the city.

Focus Groups

Focus group discussions were held in five locations in Greensboro. Neighborhood leaders/participants were identified by Human Relations Department staff. Focus group members selected were identified by staff as neighborhood leaders in their areas/neighborhoods. Participants were asked to complete Section II of the Assessment in writing. Participants then shared their written suggestions with the entire group. The suggestions offered by participants were listed on a flip chart under each category in Section II and placed on the wall. The categories were: A. Accomplishments B. Current Issues and C. 21st Century Challenges.

Focus group participants were then asked to rank the ideas on the charts by placing "colored dots" by the suggestion that would best identify the most important accomplishment, current issue or 21st century challenge.

Focus Group Locations
 *Craft Recreation Center
 *Windsor Recreation Center
 *Lindley Recreation Center
 *Benjamin Library
 *Glenwood Recreation Center

Public Hearing

A public hearing was scheduled by Human Relations staff for the Cultural Arts Center to give the public at large an opportunity to offer suggestions and ideas for the survey but was canceled due to lack of attendance. The information for the Assessment, therefore reflects input from the Opinion Leaders and the focus groups only.

Time Table

Project Initiation:	April 1998
Survey Development and Completion	June 1998
Survey Mailed and Returned	July 1998
Focus Groups and Public Hearing Completed	September 1998
Assessment Analysis Completion	December 1998
Community/Town Meeting	Early 1999

Interpretation and Utilization of the Assessment

The Human Relations Assessment Instrument is designed by McKoy and Associates Diversity Consultants to assist cities in identifying perceptions or progress in equal opportunity in human relations, ascertain ideas regarding accomplishments, identify contemporary issues and discover future diversity challenges. It is an instrument that gives leaders an overview of perceptions and suggestions that will aid in:
- developing strategic plans for improving human relations throughout the city
- Highlighting and celebrating areas of progress and achievement within the city
- Determining which problems/issues need current attention by the community
- Discovering future challenges that will face the city

The Assessment builds upon a Model developed by the Presidents Commission on Race which attempts to aid communities in addressing their race relations challenges. This Assessment is more comprehensive in scope than the national model and is designed to assist Human Relations leaders with a vehicle for ascertaining community input regarding the diversity challenges facing the City of Greensboro.

The questionnaire in Section I identifies perceptions or progress in the city and offers the Department an assessment of how various leaders perceive equality of opportunity. The survey will identify views of men verses women about equal opportunity in the city. It will reveal how blacks and whites see equal opportunity. Section II will identify ideas about current and future challenges.

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SUMMARY OF FINDINGS – SECTION I
Perceptions of Equal Opportunity

GREENSBORO HUMAN RELATIONS SURVEY

Summary of Major Findings

The Greensboro Human Relations Department conducted a comprehensive assessment of human relations in the City. The first phase of the assessment was accomplished through a survey of selected and diverse opinion leaders. In an effort to capture the opinion leaders' perceptions about human relations in the City, data were collected via mailed questionnaires. Analyses of the collected data yield both one-way and two-way frequency distribution of responses. A summary of the major findings is presented as follows.

Profile of the Opinion Leaders

In an attempt to understand the different responses of the community, an analysis of the background information from Section III of the questionnaire generated a profile of the opinion leaders. The profile is based on the number of leaders who returned complete and usable questionnaires, gender, race/ethnicity, age range, neighborhood, disability, marital status, level of education, and occupation. As presented in Table 1 and 2, complete and usable questionnaires were received from 74 opinion leaders. Fifty-four percent (40) of these leaders were males while forty-six percent (34) were females. Caucasian American/White (48) comprised the largest percentage followed by African American/Black (20). The vast majority of responses (50) came from opinion leaders in the age range of 50 to 59 and 60 or above.

Data on neighborhood indicated that more than half (34) of the opinion leaders reside in Northwest Greensboro with a composite number (37) almost equally distributed in Northeast Greensboro, Southwest Greensboro and Southeast Greensboro. Seventy-one of the seventy-four leaders indicated "no disability." With respect to marital status: 54 leaders are married; level of education: 50 leaders hold either a bachelor's degree or a master's degree; Occupation: 23 leaders are employed as professionals, 17 leaders are retired, and 15 leaders are employed either as an official or an executive.

PERCEPTIONS ABOUT EQUALITY OF OPPORTUNITY

The City of Greensboro is committed to achieving equity for all citizens. A variety of policies and initiatives have been developed to further ensure equality. An analysis of survey data obtained from opinion leaders revealed their perceptions about issues impacting equality in the City. A summary of the major findings is subsumed under five (5) interrelated themes: employment opportunity, fair housing, educational opportunity, law enforcement/administration of justice, and affirmative action.

EMPLOYMENT OPPORTUNITY

Employment Opportunity for Males and Females

Opinion Leaders' Perceptions about Employment Opportunity for Males and Females. Collectively, the majority of opinion leaders by gender, race, neighborhood and disability perceive a difference in employment opportunity for males and females. Male and female responses are quite similar. The responses for African Americans and Caucasian Americans are comparable. By neighborhood, the majority of all respondents perceive a difference in employment opportunity. All respondents with a physical disability and the majority with no disability perceive a difference in employment opportunity for males and females (See Table 3).

Employment Opportunity for Members of Racial/Ethnic Groups

Employment Opportunity for African Americans. As a whole, the majority of opinion leaders by gender, race, neighborhood and disability perceive employment opportunity for African Americans as being unequal. Male and female opinion leaders responded somewhat differently -- Approximately two-thirds of the male opinion leaders agree with the above perception while more than half of the female opinion leaders agree. African Americans and Caucasians responded somewhat differently -- The vast majority of African Americans agree with this perception, slightly more than half of Caucasian Americans agree. By neighborhood, responses differ slightly. All opinion leaders with a physical disability and the majority with no disability perceive a difference in employment opportunity for African Americans (See Table 5).

Employment Opportunity for American Indians. Collectively, the majority of opinion leaders by race, gender, neighborhood and disability perceive employment opportunity as being unequal for American Indians. The majority of male and female opinion leaders agree with this perception -- male and female opinion leaders' responses are quite similar. African Americans and Caucasians responded somewhat differently -- the vast majority of African Americans agree with this perception, the majority of Caucasians agree. By neighborhood, responses are comparable. All respondents with a physical disability and the majority with no disability agree with the above perception (See Table 6).

Employment Opportunity for Asian Americans. Collectively, the majority of opinion leaders by race, gender, neighborhood and disability perceive employment opportunity as unequal for Asian Americans. Male and female opinion leaders' responses are quite similar -- half of both male and female opinion leaders agree with this perception. African Americans and Caucasian Americans responded somewhat differently -- more than half of the African Americans agree with this perception while less than half of the Caucasian Americans agree. By neighborhood, responses differ somewhat. All respondents with a physical disability and the majority with no disability agree with this perception (See Table 7).

Employment Opportunity for Caucasian Americans. Collectively, the vast majority of opinion leaders by race, gender, neighborhood, and disability overwhelmingly perceive Caucasian Americans as having equal employment opportunity. The responses are quite similar for all racial/ethnic groups -- Of seventy-three (73) responses, sixty-eight (68) opinion leaders agree with this perception. The responses are quite similar for all neighborhoods-- sixty-five of seventy opinion leaders agree with this perception. The vast majority (sixty-eight of seventy-three) of opinion leaders with "no disability" and all with a physical disability agree with this perception (See Table 8).

Employment Opportunity for Hispanic Americans. Collectively, the majority of opinion leaders by race, gender, neighborhood and disability perceive Hispanic Americans as not having equal employment opportunity. Male and female opinion leaders' responses are quite similar -- more than half of both male and female opinion leaders agree with this

perception. African American and Caucasian American responses are comparable -- substantially more than half of both races agree with this perception. Considerably, more than half of opinion leaders residing in Northwest, Northeast, Southwest and half in Southeast agrees with perception. The majority of opinion leaders indicating "no disability" agree with this perception (See Table 9).

Employment Opportunity for Bi-Racial. Collectively, by race, gender, neighborhood and disability, the opinion leaders' responses to Bi-Racial Americans having equal employment opportunity are almost evenly distributed across agree and disagree categories. The number is slightly higher in the disagree category (See Table 10).

Opinion Leaders' Comments

Specific factors impacting employment opportunity are noted in the opinion leaders' comments:

- Opportunity for employment is biased, should be based on qualifications
- Age and education are discriminating factors
- Opportunity for employment is a privilege for whites
- Progress is needed

CONCLUSION

It appears evident that the majority of opinion leaders regardless of race, gender, neighborhood and disability perceive a difference in employment opportunity for males and females and for members of different racial/ethnic groups. Specifically, the findings revealed that opinion leaders perceive females as not having the same employment opportunity as males. The findings also revealed perceptions of great disparity between members of diverse racial/ethnic groups. Respondents perceive Caucasian Americans have equality of opportunity for employment and inequality of employment opportunity for members of other racial/ethnic groups.

One major conclusion can be drawn from these findings: Opinion leaders perceive males and Caucasian Americans as having the greatest opportunity for employment in Greensboro.

FAIR HOUSING

Fair Housing/Lending Practices of Financial Institutions

Opinion Leaders' Perception about Fair Housing/Lending Practices of Institutions. The largest percentage of respondents by gender, race, neighborhood and disability indicated that lending practices of financial institutions are not the same for all citizens in Greensboro. Numerically, females and males equally agree with this perception. The vast majority of African Americans and majority of Caucasian Americans perceive lending practices of financial institutions as not the same for all citizens in Greensboro. By neighborhood, The majority of respondents in each neighborhood agree with the above statement. All respondents with a physical disability and the majority with "no disability" agree as well (See Table 11).

Fair Housing/Mortgage Loans Awarded or Denied Based upon Race. As a whole, more than half of the opinion leaders by race, gender, neighborhood and disability perceive that mortgage loans are awarded or denied based upon race. Numerically, male and female responses are quire similar. Collectively, while the majority of respondents by race/ethnicity agree with the above perception, African Americans and Caucasian Americans responded somewhat differently – The majority of African Americans perceive that mortgage loans are awarded or denied based upon race, less than half of Caucasian Americans agree with this perception. By neighborhood, responses differ somewhat. Slightly more than half of respondents with "no disability" agrees with the above perception (See Table 12).

Fair Housing/Mortgage Loans are not Awarded or Denied Based upon Ethnicity. Overall more than half of the respondents disagree with this statement. However, responses somewhat differ within categories. For example, more than half of the females and less than half of the males disagree with the above statement. More than half of African Americans and less than half of Caucasian Americans disagree with the above statement. By neighborhood, overall more than half of the respondents disagrees. Slightly more than half of the respondents with "no disability," and all with a physical disability disagree with the above statement (See Table 13).

Fair Housing/Mortgage Loans are not Awarded or Denied Based upon Gender. As a whole, by race, gender, neighborhood and disability, the category disagreeing with this statement constitute the largest percentage of responses. Numerically, female and male responses are comparable – less than half of both males and females disagree with the above statement. Slightly more than half of African Americans and much less than half of Caucasian Americans disagree with the above statement. By neighborhood, half agree and half disagree with the above statement. Half of the respondents with a physical disability and less than half with "no disability" disagree with the above statement (See Table 14).

Fair Housing/Mortgage Loans are not Awarded or Denied Based upon Disability. Collectively, the majority of opinion leaders by race, gender, neighborhood and disability disagree with this statement. Numerically, males and females disagree equally with this statement. More than half of African Americans and more than half of Caucasian Americans disagree with the above statement. By neighborhood, responses differ somewhat. All respondents with a physical disability and slightly more than half of the respondents with "no disability" disagree with the above statement (See Table 15).

Opinion Leaders' Comments

Specific factors impacting fair housing for citizens in Greensboro are noted in the opinion leaders' comments:

- Not comfort but cultural bias
- People don't move where they are unwanted
- All groups feel discomfort when in minority
- Neighborhoods still segregated
- Progress still needed

EDUCATIONAL OPPORTUNITY

Educational Opportunity/Child's Economic Status

A Child's Economic Status does not affect his/her educational opportunity in obtaining an appropriate education. Collectively, by race, gender, neighborhood and disability, the majority of opinion leaders disagree with this statement. Female and male responses are comparable. African American and Caucasian American responses are similar. By neighborhood, responses differ somewhat. The majority of respondents with a physical disability and no disability disagree with the above statement. (See Table 16).

Educational Opportunity/Child's Race/Ethnicity

A Child's Race/Ethnicity does not affect his/her assignment in classes such as gifted, learning disabled or special needs. As a whole, slightly more than half of the respondents disagrees with this statement. Male and female responses are quite similar. The majority of African Americans and less than half of Caucasian Americans disagree with the above statement. By neighborhood, less than half of respondents in both Northwest and Northeast Greensboro, the majority of respondents in both Southwest and Southeast Greensboro disagree with this statement. The majority of respondents with a physical disability and half with "no disability" disagree with this statement as well (See Table 17).

Opinion Leaders' Comments:

Specific factors impacting educational opportunity are noted in the opinion leaders' comments:

- Not satisfied with education system
- No mobile classes and less than 20 students
- Too many blacks labeled LD

LAW ENFORCEMENT/ADMINISRATION OF JUSTICE

Law Enforcement/Individual's Race/Ethnicity

An individual's race/ethnicity is not a factor in the administration of justice in the court system. Collectively, by gender, race, neighborhood and disability, the majority of opinion leaders disagree with this statement. Numerically, female and male responses are comparable. The majority of African Americans and less than half of Caucasian Americans disagree with the above statement. By neighborhood, half of the respondents in Northwest Greensboro, the majority of respondents in Northeast, Southwest, and Southeast disagree with the above statement as well. The majority of neither respondents with a physical disability and with nor disability disagree as well (See Table 18).

Law Enforcement/Individual's Economic Status

An individual's economic status is not a factor in the administration of justice in the court system. As a whole, by gender, race, neighborhood and disability, the majority of respondents disagree with this statement. Numerically, female and male responses are quite similar. The majority of African Americans and Caucasian Americans disagree with the above statement. By neighborhood, half of the respondents in Northwest Greensboro and the majority of respondents in Northeast, Southwest and Southeast disagree as well. All respondents with a physical disability and the majority of respondents with 'No disability" disagree with the above statement (See Table 19).

Opinion Leaders' Comments

Twelve opinion leaders stated "unfair justice system, need mediator."

AFFIRMATIVE ACTION

Affirmative Action/Equality

Affirmative action is necessary to bring about equality with regard to race/ethnicity, gender, and physical/mental disability. Collectively, by gender, race, neighborhood and disability, the respondents overwhelmingly agree with this statement. Numerically, female and male responses are quite similar. The vast majority of African Americans and the majority of Caucasian Americans agree with the above statement. The majority of respondents in each neighborhood agree with the above statement. All respondents with a physical disability and the majority respondents with "no disability" agree as well (See Table 20).

Affirmative Action/Policies/Initiatives

Policies and initiatives introduced to further gender, racial/ethnicity, and disability equity are still needed. Collectively, by gender, race, neighborhood and disability, the vast majority of opinion leaders overwhelmingly agree with this statement. Numerically, female and male responses are quite similar. African American and Caucasian American responses are comparable. All respondents from other ethnic groups agree with the above statement. By neighborhood, the vast majority of respondents from each neighborhood agree with the above statement. All respondents with a physical disability and the vast majority of respondents with "no disability" agree as well (See Table 21).

Opinion Leaders' Comments

The opinion leaders' perception about affirmative action is further reflected in the following comments:

- Still need affirmative action
- Race labels are arbitrary and often wrong
- No more affirmative action

SUMMARY OF FINDINGS – SECTION II
Accomplishments
Current Issues
21st Century Challenges

HUMAN RELATIONS ACCOMPLISHMENTS IN GREENSBORO

Major accomplishments/gains have occurred in human relations in Greensboro since 1960. These accomplishments have resulted in improving relationships and advancing opportunities for all citizens in the City. Survey data obtained from opinion leaders revealed their perceptions about major accomplishments. A summary of the major findings is as follows.

Accomplishment #1

The opinion leaders identified 13 major accomplishments. *Achieving school integration* emerged as the most salient accomplishment, followed by: (See Table 22)

- Formation of diverse groups to address issues of human relations
- Creation of District Electoral System to insure voter representation
- Expanded Public Transit services to increase employment opportunities
- Community policing in public housing areas

With respect to how these accomplishments helped the City, seven areas were identified. *Access* emanated as the most salient, followed by: (See Table 23)

- Safe environment
- Representation from diverse groups
- Helped those with special needs

In terms of how these accomplishments should be celebrated, nine ways were identified. *Getting the county involved* was cited most frequently, followed by: (See Table 24)

- Keep adequate funding
- Publicity events, etc.
- Teach all children about minority issues

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Accomplishment #2

The opinion leaders identified 15 accomplishments. *__Community policing in public housing areas__* was noted mostly frequently, followed by: (See Table 25)

- Achieving school integration
- District Electoral System
- Glenwood Library's focus on cultural diversity
- Celebration of cultural heritage
- Expanded public transit services
- Minority/Women Business Enterprise program

With respect to how these accomplishments helped the City, six areas were identified. *__Getting the county involved__* was noted most frequently, followed by: (See Table 26)

- Better relationships among citizens
- Safe learning/teaching environment
- Equality opportunity for quality education
- Gave exposure to other races
- Enabled disabled to get involved

In terms of how these accomplishments should be celebrated, six means were noted. *__Publicity__* was cited most frequently, followed by: (See Table 27)

- Ensure continuous funding
- A day to recognize cultures
- Not reverting back to the past
- Recognize facilities that serve disabled

Accomplishment #3

The opinion leaders identified 15 major accomplishments. *__Expanded Public Transit Service__* was more frequently noted, followed by the remaining which was almost equally noted by respondents (See Table 28). Several are listed below:

- Diverse groups address human relations
- Educating citizens about human relations issues
- Increased City services for disabled
- Resource officers within County School System
- Non-profits advocating for the disabled

With respect to how these accomplishments helped the City, the respondents identified five ways. *__Improves quality of life__* was noted most frequently, followed by: (See Table 29)

- Economic benefit
- Increases awareness in community
- Opens previously closed jobs
- Involved minority in government

In terms of how these accomplishments should be celebrated, four ways were identified. *__Job not finished yet__* was cited most frequently followed by: (See Table 30)

- Publicize it
- Make cultural awareness part of public education
- A woman/minority exposition

Comments:

Respondents noted the following comments:

- Need more programs on racism
- More economic stability

CURRENT HUMAN RELATIONS ISSUES FACING GREENSBORO

Although significant accomplishments have occurred in human relations, the Department of Human Relations is interested in identifying current issues standing in the way of progress and fairness of opportunity for all citizens. Survey data collected from opinion leaders revealed their perceptions about current issues. A summary of the major findings is as follows:

Current Issues #1

The opinion leaders identified 10 current issues facing Greensboro. *School redistricting* emerged as the most salient accomplishment, followed by: (See Table 31)

- Race relations and diversity issues
- Availability of affordable housing
- Police and community relations
- Segregated housing patterns
- Enforcement of ADA/EEO/and ERA

With respect to how these issues affect relationships in Greensboro, the respondents identified six ways. *Maintaining a dual society* emerged as the most salient, followed by: (See Table32)

- Unsettled city relationships/violence
- Results inequality
- Fear young children will join gangs
- Handicapped denied access

In terms of how the city and/or community should address these issues, opinion leaders identified eight techniques. *Develop equity fairness standards* were cited most frequently, followed by: (See Table 33)

- Doing what is right
- Educate citizens/employers about handicapped
- More youth activities/programs
- Add a 2 cents tax

Current Issue #2

The opinion leaders identified 13 current issues. ***Lack of public transit impacting job opportunities*** was cited most frequently, followed by: (See Table 34)

- Race relations and diversity activities
- Capital for minority women and women business
- Availability of affordable housing
- Segregated housing patterns

With respect to how these issues affect relationships in Greensboro, opinion leaders identified four ways. ***Made to feel less than others*** emerged as the most salient, followed by: (see Table 34)

- Right to feel safe
- Everyone should have adequate wages
- Suspicious of authority
- Result in unequal education

In terms of how the city and/or community should address these issues, eight means were identified. ***More citizens and police activities*** emerged as the most salient followed by: (See Table 34)

- Make new home funds available
- Enforce fair housing laws
- Fair distributions of students and funds
- Non-discrimination clause in city policies

Current Issues #3

The opinion leaders identified ten current issues. *Increase in gang-related activities* was cited most frequently, followed by: (See Table 35)

- Race relations /diversity issues
- Lack of public transit impacting job opportunities
- School redistricting
- Segregated housing patterns

With respect to how these issues affect relationships in Greensboro, respondents identified three ways. *Restricts a segment of society* was noted most frequently, followed by: (See Table 35)

- Economically
- Becomes a haven for drug/illegal activities

In terms of how the city and/or community should address these issues, respondents identified six ways. *Coordinate information and services* was noted most frequently, followed by: (See Table 35)

- People should live near jobs
- City and state laws
- No guns in schools
- Increase public transportation funding

21ST CENTURY CHALLENGES IN HUMAN RELATIONS IN GREENSBORO

As the city continues to grow economically, socially, and culturally, it will experience new diversity challenges in the communities, schools, and workplaces. Survey data obtained from opinion leaders revealed their perceptions about new diversity challenges. A summary of the major findings is as follows.

Diversity Challenges

The opinion leaders identified eighteen new diversity challenges. *Influx of various ethnic groups* was noted most frequently, followed by: (See Table 36)

- Tendency to deny that racism exists
- Economic/physical growth in Central/Eastern City
- Widening gap between "have and have-nots"
- All of the challenges listed in the questionnaire
- Racial resegregation in the school system

With respect to steps that can be taken to meet these challenges, respondents identified ten steps. *Educate people about cultures* emerged as the most notable, followed by: (See Table 36)

- Provide interpreters
- Outreach to ethnic groups
- Improve public transportation

Regarding Step #2, the respondents identified six steps. *Cultural awareness sessions* was noted most frequently, followed by: (See table 37)

- End school segregation
- Meeting with ethnic groups
- Funding for employment and housing

With respect to the effects of not addressing these challenges, respondents identified six situations. *Prejudice/discrimination prevails* emerged as the most notable, followed by: (See Table 37)

- Division of people
- A segment of population will be overlooked

OPINION LEADERS   RESPONSE TABLE
For Selected Questions

Employment Opportunity

Males and females have the same employment opportunity (Q2)

Table 3. Frequency distribution of opinion leaders' responses to equal employment opportunity for males and females by gender, race/ethnicity, neighborhood, disability and age range.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	12	21	1	34
Male	15	25		40
Total	27	46	1	74
Race/Ethnicity				
African American/Black	6	14		20
American Indian/Native American		1		1
Caucasian American/White	16	32		48
Hispanic/Latino American	1	1		2
Bi-Racial		1		1
Other	2			2
Total	25	49		74
Neighborhood				
Northwest Greensboro	14	20		34
Northeast Greensboro	3	11		14
Southwest Greensboro	2	10		12
Southeast Greensboro	4	7		11
Total	23	48		71
Disability				
Physical Disability		3		3
No Disability	25	46		71
Total	25	49		74
Age Range				
Under 29	2	6		8
30 to 39	2	1		3
40 49	5	8		13
50 to 59	6	17		23
60 or over	10	17		27
Total	25	49		74

Employment Opportunity

Males and females have the same employment opportunity (Q2)

Table 4. Frequency distribution of opinion leaders' responses to equal employment opportunity for males and females by occupation, marital status and level of education.

Opinion Leaders	SA/A	SD/D	DK	Total
Occupation				
Official/Executive	10	5		15
Professional	7	16		23
Managerial/Administrative	2	9		11
Administrative/Support/Clerical		1		1
Retired	3	14		17
Other	3	4		7
Total	25	49		74
Marital Status				
Married	21	23		54
Single	3	8		11
Divorced	1	4		5
Widowed		3		3
Total	25	38		73
Level of Education				
Less than High School	2	2		4
GED/High School Diploma	1	3		5
Associate Degree	1	1		2
Bachelor's Degree	5	15		20
Master's Degree	10	20		30
Doctorate	4	6		10
MD/DDS/DVM	1			1
Other	1	2		3
Total	25	49		74

Employment Opportunity

(Q8) *All members of racial/ethnic groups have equal employment opportunity.*

Table 5. Frequency distribution of opinion leaders' responses to EEO for African American/Black by racial/ethnic group, neighborhood, gender, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Racial/Ethnic Group				
African-American/Black	3	16		19
American Indian/Native American		1		1
Caucasian American/White	19	26	3	48
Hispanic/Latino American	2			2
Bi-Racial		1		1
Other	1	1		2
Total	25	45	3	73
Neighborhood				
Northwest Greensboro	11	21	2	34
Northeast Greensboro	4	10		14
Southwest Greensboro	5	7		12
Southeast Greensboro	3	7		10
Total	21	45	2	70
Gender				
Female	11	19	3	33
Male	14	26		40
Total	25	45	3	73
Disability				
Physical Disability		3		3
No Disability	25	42		70
Total	25	45		73

Employment Opportunity

(Q8) All members of racial/ethnic groups have equal employment opportunity.

Table 6. Frequency distribution of opinion leaders' responses to EEO for American Indian by racial/ethnic group, neighborhood, gender, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Racial/Ethnic Groups				
African-American/Black	1	16	2	19
American Indian/Native American		1		1
Hispanic/Latino American	1	1		2
Caucasian American/White	16	28	4	48
Bi-Racial		1		1
Other	1	1		2
Total	19	48	6	73
Neighborhood				
Northwest Greensboro	11	20	3	34
Northeast Greensboro	2	12		14
Southwest Greensboro	3	8	.1	12
Southeast Greensboro	1	8	1	10
Total	17	48	5	70
Gender				
Female	9	20	4	33
Male	10	28	2	40
Total	19	48	6	73
Disability				
Physical Disability		3		3
No Disability	19	45	6	70
Total	19	48	6	73

Employment Opportunity

(Q8) All members of racial/ethnic groups have equal employment opportunity.

Table 7. Frequency distribution of opinion leaders' responses to EEO for Asian American by racial/ethnic group, neighborhood, gender, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Racial/Ethnic Group				
African-American/Black	5	11	2	18
American Indian/Native American		1		1
Caucasian American/White	22	21	5	48
Hispanic/Latino American	1	1		2
Bi-Racial		1		1
Other	1	1		2
Total	29	36	7	72
Neighborhood				
Northwest Greensboro	14	16	4	34
Northeast Greensboro	6	6	1	13
Southwest Greensboro	4	7	1	12
Southeast Greensboro	3	7		10
Total	27	36	6	69
Gender				
Female	11	16	5	32
Male	18	20	2	40
Total	29	36	7	72
Disability				
Physical Disability		3		3
No Disability	19	45	6	70
Total	19	48	6	73

Employment Opportunity

(Q8) *All members of racial/ethnic groups have equal employment opportunity.*

Table 8. Frequency distribution of opinion leaders' responses to EEO for Caucasian American by racial/ethnic group, neighborhood, gender, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Racial/Ethnic Group				
African-American/Black	20			20
American Indian/Native American	1			1
Caucasian-American/White	43	2	2	47
Hispanic/Latino American	2			2
Bi-Racial	1			1
Other	1	1		2
Total	68	3	2	73
Neighborhood				
Northwest Greensboro	28	3	2	33
Northeast Greensboro	14			14
Southwest Greensboro	12			12
Southeast Greensboro	11			11
Total	65	3	2	70
Gender				
Female	31		2	34
Male	37	3		40
Total	68	3	2	74
Disability				
Physical Disability	3			3
No Disability	65	3	2	70
Total	68	3	2	73

Employment Opportunity

(Q8) All members of racial/ethnic groups have equal employment opportunity.

Table 9. Frequency distribution of opinion leaders' responses to EEO for Hispanic American/Latino by racial/ethnic groups, neighborhood, gender, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Racial/Ethnic Group				
African-American/Black	4	13	1	18
American Indian/Native American		1		1
Caucasian American/White	16	29	3	48
Hispanic/Latino American		2		2
Bi-Racial		1		1
Other	1	1		2
Total	21	47	4	72
Neighborhood				
Northwest Greensboro	10	22	2	34
Northeast Greensboro	4	10		14
Southwest Greensboro	2	9	1	12
Southeast Greensboro	3	6		9
Total	19	47	3	69
Gender				
Female	9	20	3	32
Male	12	27	1	40
Total	21	47	4	72
Disability				
Physical Disability		2		2
No Disability	21	45	4	70
Total	21	47	4	72

Employment Opportunity

(Q8) All members of racial/ethnic groups have equal employment opportunity.

Table 10. Frequency distribution of opinion leaders' responses to EEO for Bi-Racial by racial/ethnic groups, neighborhood, gender, and disability.

Opinion Leaders	*SA/A*	*SD/D*	*DK*	*Total*
Racial/Ethnic Group				
African-American/Black	7	9	3	19
American Indian/Native American		1		1
Caucasian American/White	20	20	7	47
Hispanic/Latino American	1	1		2
Bi-Racial	1			1
Other	1	1		2
Total	30	32	10	72
Neighborhood				
Northwest Greensboro	11	18	4	33
Northeast Greensboro	9	2	3	14
Southwest Greensboro	5	6	1	12
Southeast Greensboro	3	6	1	10
Total	28	32	9	69
Gender				
Female	13	14	5	32
Male	17	18	5	40
Total	30	32	10	72
Disability				
Physical Disability	2	1		3
No Disability	28	31	10	69
Total	30	32	10	72

FAIR HOUSING

(Q10) Lending Practices of financial institutions are the same for all citizens.

Table 11. Frequency distribution of opinion leaders' responses to lending practices of financial institutions for **all citizens** by gender, racial/ethnic groups, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	3	24	6	33
Male	11	24	2	37
Total	14	48	8	70
Race/Ethnicity				
African-American/Black	2	16		18
American Indian/Native American		1		1
Caucasian-American/White	11	27	8	46
Hispanic/Latino-American		2		2
Bi-Racial		1		1
Other	1	1		2
Total	14	48	8	70
Neighborhood				
Northwest Greensboro	7	20	6	33
Northeast Greensboro	3	10		13
Southwest Greensboro	1	11		12
Southeast Greensboro	2	7		9
Total	13	48	6	67
Disability				
Physical Disability		3		3
No Disability	14	45	8	67
Total	14	48	8	70

(Q11) Mortgage loans are not awarded or denied based upon race, ethnicity, gender, or disability.

Table 12. Frequency distribution of opinion leaders' responses to mortgage loans based on *race* by gender, racial/ethnic groups, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	9	19	5	33
Male	15	18	4	37
Total	24	37	9	70
Race/Ethnicity				
African American/Black	4	12	1	17
American Indian/Native American		1		1
Caucasian American/White	17	22	8	47
Hispanic/Latino American	1	1		2
Bi-Racial		1		1
Other	2			2
Total	24	37	9	70
Neighborhood				
Northwest Greensboro	10	18	6	34
Northeast Greensboro	6	6	1	13
Southwest Greensboro	4	8		12
Southeast Greensboro	3	5		8
Total	23	37	7	67
Disability				
Physical Disability	1	1		2
No Disability	23	36	9	68
Total	24	37	9	70

(Q11) *Mortgage loans are not awarded or denied based upon race, ethnicity, gender, or disability.*

Table 13. Frequency distribution of opinion leaders' responses to mortgage loans awarded or denied based upon *ethnicity* by gender, racial/ethnic groups, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	8	18	5	31
Male	18	14	4	36
Total	26	32	9	67
Race/Ethnicity				
African American/Black	6	10	1	17
American Indian/Native American		1		1
Caucasian American/White	18	19	8	45
Hispanic/Latino-American	1	1		2
Bi-Racial		1		1
Other	1			1
Total	26	32	9	67
Neighborhood				
Northwest Greensboro	10	16	5	31
Northeast Greensboro	6	5	2	13
Southwest Greensboro	5	7		12
Southeast Greensboro	4	4		8
Total	25	36	7	64
Disability				
Physical Disability	1	1		2
No Disability	25	31	9	65
Total	26	32	9	67

FAIR HOUSING

(Q11) Mortgage loans are not awarded or denied based upon race, ethnicity, gender, or disability.

Table 14. Frequency distribution of opinion leaders' responses to mortgage loans awarded or denied based upon *gender* by gender, racial/ethnic groups, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	10	15	6	31
Male	14	17	5	36
Total	24	32	11	67
Race/Ethnicity				
African American/Black	6	10	1	17
American Indian/Native American		1		1
Caucasian American/White	16	19	10	45
Hispanic/Latino-American	1	1		2
Bi-Racial		1		1
Other	1			1
Total	24	32	11	67
Neighborhood				
Northwest Greensboro	9	16	6	31
Northeast Greensboro	5	6	2	13
Southwest Greensboro	4	7	1	12
Southeast Greensboro	5	3		8
Total	23	32	9	64
Disability				
Physical Disability	1	1		2
No Disability	23	31	11	65
Total	24	32	11	67

FAIR HOUSING

(Q11) Mortgage loans are not awarded or denied based upon race, ethnicity, gender, or disability.

Table 15. Frequency distribution of opinion leaders' responses to mortgage loans awarded or denied based upon *disability* by gender, racial/ethnic groups, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	7	18	6	31
Male	12	18	7	37
Total	19	36	13	68
Race/Ethnicity				
African-American/Black	4	11	3	18
American Indian/Native American		1		1
Caucasian American/White	13	32	10	45
Hispanic/Latino American	1	1		2
Bi-Racial		1		1
Other	1			1
Total	19	36	13	68
Neighborhood				
Northwest Greensboro	8	16	7	31
Northeast Greensboro	5	6	2	13
Southwest Greensboro	1	10	1	12
Southeast Greensboro	4	4	1	9
Total	18	36	11	65
Disability				
Physical Disability		2		2
No Disability	19	34	13	66
Total	19	36	13	68

EDUCATIONAL OPPORTUNITY

(Q 15) A child's economic status does not affect his/her equal opportunity in obtaining an appropriate education.

Table 16. Frequency distribution of opinion leaders' responses to child's economic status by gender, racial/ethnicity, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	12	21		33
Male	13	26	1	40
Total	25	47	1	73
Race/Ethnicity				
African-American/Black	4	15	1	20
American Indian/Native American	1			1
Caucasian American/White	20	27		47
Hispanic/Latino American		2		2
Bi-Racial		1		1
Other		2		2
Total	25	47	1	73
Neighborhood				
Northwest Greensboro	11	22		33
Northeast Greensboro	5	8	1	14
Southwest Greensboro	3	9		12
Southeast Greensboro	3	8	1	11
Total	22	47	1	70
Disability				
Physical Disability	1	2		3
No Disability	24	45	1	70
Total	25	47	1	73

EDUCATIONAL OPPORTUNITY

(Q 21) A child's race/ethnicity does not affect his/her assignments in classes such as gifted, learning disabled or special needs.

Table 17. Frequency distribution of opinion leaders' responses to child's race/ethnicity by gender, racial/ethnicity, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	16	16	1	33
Male	15	21	4	40
Total	31	37	5	73
Race/Ethnicity				
African-American/Black	3	16	1	20
American Indian/Native American	1			1
Caucasian American/White	23	20	4	47
Hispanic/Latino American	2			2
Bi-Racial		1		1
Other	2			2
Total	31	37	5	73
Neighborhood				
Northwest Greensboro	15	15	3	33
Northeast Greensboro	7	5	2	14
Southwest Greensboro	4	8		12
Southeast Greensboro	2	9		11
Total	28	37	5	70
Disability				
Physical Disability	1	2		3
No Disability	30	35	5	70
Total	31	37	5	73

LAW ENFORCEMENT/ADMINISTRATION OF JUSTICE

(Q 23) *An individual's race/ethnicity is not a factor in the administration of justice in the court system.*

Table 18. Frequency distribution of opinion leaders responses' to individual's race/ethnicity in administration of justice by gender, race/ethnicity, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	11	20	3	34
Male	17	22	1	40
Total	28	42	4	74
Race/Ethnicity				
African-American/Black	2	17	1	20
American Indian/Native American		1		1
Caucasian American/White	24	21	3	48
Hispanic/Latino American	1	1		2
Bi-Racial		1		1
Other	1	1		2
Total	28	42	4	74
Neighborhood				
Northwest Greensboro	14	17	3	34
Northeast Greensboro	5	9		14
Southwest Greensboro	5	7		12
Southeast Greensboro	1	9	1	11
Total	25	42	4	71
Disability				
Physical Disability	1	2		3
No Disability	27	40	4	71
Total	28	42	4	74

LAW ENFORCEMENT/ADMINISTRATION OF JUSTICE

(Q 25) An individual's economic status is not a factor in the administration of justice in the court system.

Table 19. Frequency distribution of opinion leaders' responses to individual's economic status in administration of justice by gender, race/ethnicity, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	11	21	2	34
Male	11	25	3	39
Total	28	46	5	73
Race/Ethnicity				
African-American/Black	2	15	2	19
American Indian/Native American		1		1
Caucasian American/White	16	29	3	48
Hispanic/Latino American	2			2
Bi-Racial		1		1
Other	2			2
Total	22	46	5	73
Neighborhood				
Northwest Greensboro	14	17	3	34
Northeast Greensboro	5	9		14
Southwest Greensboro	5	7		12
Southeast Greensboro	1	9	1	11
Total	25	42	4	71
Disability				
Physical Disability		3		3
No Disability	22	43		70
Total	22	46		73

AFFIRMATIVE ACTION

(Q 28) Affirmative action is necessary to bring about equality with regard to race/ethnicity, gender, and physical/mental disability.

Table 20. Frequency distribution of opinion leaders' responses to affirmative action is necessary by gender, race/ethnicity, neighborhood, and disability.

Opinion leaders	SA/A	SD/D	DK	Total
Gender				
Female	26	6	1	33
Male	25	12	3	40
Total	51	18	4	73
Race/Ethnicity				
African-American/Black	19	1		20
American Indian/Native American	1			1
Caucasian American/White	28	15	4	47
Hispanic/Latino American	1	1		2
Bi-Racial	1			1
Other	1	1		2
Total	51	18	4	73
Neighborhood				
Northwest Greensboro	24	7	2	33
Northeast Greensboro	8	5	1	14
Southwest Greensboro	8	4	1	12
Southeast Greensboro	10		1	11
Total	50	16	4	70
Disability				
Physical Disability	3			3
No Disability	48	18	4	70
Total	51	18	4	73

AFIRMATIVE ACTION

(Q 29) Policies and initiatives introduced to further gender, racial/ethnic, and disability equity are still needed.

Table 21. Frequency distribution of opinion leaders' responses to policies and initiatives still needed by gender, race/ethnicity, neighborhood, and disability.

Opinion Leaders	SA/A	SD/D	DK	Total
Gender				
Female	33			33
Male	31	5	3	39
Total	64	5	3	72
Race/Ethnicity				
African-American/Black	17	1	1	19
American Indian/Native American	1			1
Caucasian American/White	41	4	2	47
Hispanic/Latino American	2			2
Bi-Racial	1			1
Other	2			2
Total	64	5	3	72
Neighborhood				
Northwest Greensboro	31	2		33
Northeast Greensboro	11	2	1	14
Southwest Greensboro	11			11
Southeast Greensboro	9	1	1	11
Total	62	5	2	69
Disability				
Physical Disability	3			3
No Disability	61	5	3	69
Total	64	5	3	72

ACCOMPLISHMENTS/ISSUES/CHALLENGES

Table 22. Frequency distribution of opinion leaders' responses to human relations accomplishments in Greensboro since 1960.

Accomplishment #1	Frequency	Percent
Achieving school integration	13	23.2
Formation of diverse groups to address issues of human relations	9	16.1
Creation of a District Electoral System to insure voter representation	9	16.1
Expanded Public Transit Services to increase employment opportunities	4	7.1
Community policing in public housing areas	4	7.1
Celebration of cultural heritage	3	5.4
Increase in non-profit groups involve in Advocacy for the disabled population	3	5.4
Increase in the number of non-profit organizations seeking to provide affordable housing for low and moderate income citizens	3	5.4
Obtaining enforcement authority in the City's fair housing office	2	3.6
Educate citizens on human relations issues	1	1.8
Glenwood Library's focus on cultural diversity	1	1.8
Affirmative Actions efforts within City government	1	1.8
Other Voices	1	1.8
Total	44	96.0

Table 23. How did accomplishment #1 help City?

Accomplishment Help City	Frequency	Percent
Access	27	60.0
Safe environment	6	13.3
Representation from diverse groups	5	11.1
Helped those with special needs	2	4.4
Increased minority access to housing	2	4.4
Discussion among diverse groups	2	4.4
Proved that citizens care	2	2.2
Total	46	99.9

Table 24. How should the City celebrate accomplishment #1?

Get county involve	13	35.1
Keep adequate funding	6	16.2
Publicity events, etc.	4	10.8
Teach all children about minority isues	3	8.5
Awards program for non-profits	3	8.5
Financial and other support	3	8.5
More citizens/police activities	2	5.4
Expand to be a model for the U.S.	2	5.4
Pick a day to celebrate	1	2.7
Total	37	101.1

Table 25. Frequency of opinion leaders' responses to human relation accomplishment in Greensboro since 1960.

Accomplishment #2	Frequency	Percent
Expanded public transit services	3	6.7
Diverse groups address human relations	2	4.4
District Electoral System	5	11.1
Enforce City's Fair Housing Code	1	2.2
Achieving school integration	5	11.1
Educating citizens about human relation issues	2	2.2
Glenwood Library's focus on cultural diversity	4	8.9
Affirmative action efforts within city government	2	2.2
Minority/women Business Enterprise program	3	6.7
Non-profits providing affordable housing	1	2.2
Increased City's services for disabled	2	2.2
Community policing in public housing areas	8	17.8
Resource officers within County School System	1	2.2
Celebration of cultural heritage	4	8.9
Outreach efforts involving immigrants	1	2.2
Total	44	91.0

Table 26. How did Accomplishment #2 help the City

Accomplishment #2 Help City	Frequency	Percent
Get County involved	16	41.0
Safe learning/teaching environment	6	15.4
Better relationships among citizens	9	23.1
Equality opportunity for quality education	5	12.8
Gave young exposure to other races	2	5.1
Enabled disabled to get involved	1	2.6
Total	39	100.0

Table 27. How should we celebrate Accomplishment #2

Celebrate Accomplishment #2	Frequency	Percent
Ensure continuous funding	6	23.1
A day to recognize cultures	5	19.2
Recognize facilities that serve disabled	1	3.8
Publicity	10	38.5
Not reverting back to past	3	11.5
Don't know	1	3.8
Total	26	99.9

Table 28. Frequency distribution of opinion leaders' responses to human relation accomplishments in Greensboro since 1960.

Accomplishment #3	Frequency	Percent
Expanded Public Transit Services	5	16.7
Diverse groups address human relations	2	6.7
District Electoral System	1	3.3
Enforce City's Fair Housing Code	1	3.3
Achieving school integration	1	3.3
Educating citizens about human relation isues	2	6.7
Glenwood Library's focus on cultural diversity	1	3.3
Affirmative action efforts within City government	1	3.3
Minority/Women Business Enterprise program	2	6.7
Non-profits providing affordable housing	2	6.7
Non-profits advocating for the disabled	3	10.0
Increased City services for disabled	2	6.7
Community policing in public housing areas	2	6.7
Resource officers within County School System	2	6.7
Celebration of cultural heritage	1	3.3
Total	28	93.4

Table 29. How did accomplishment #3 help the City?

Accomplishment #3 Help City	Frequency	Percent
Improves quality of life	13	54.2
Economic benefit	5	20.8
Increases awareness in community	3	12.5
Opens previously closed jobs	2	8.3
Involved minority in government	1	4.2
Total	22	100.0

Table 30. How should we celebrate accomplishment #3?

Celebrate Accomplishment #3	Frequency	Percent
Job not finished yet	11	50.0
Publicize it	8	36.4
Make cultural awareness part of public education	2	9.1
A women/minority exposition	1	4.5
Total	22	100.0

Comments

	Frequency	Percent
Need more programs on racism	3	75.0
More economic stability	1	25.0
Total	4	100.0

CURRENT HUMAN RELATION ISSUES FACING GREENSBORO

Table 31. Frequency distribution of opinion leaders' responses to current issues facing Greensboro.

Current Issue #1	Frequency	Percent
School redistricting	32	56.1
Availability of affordable housing	4	7.0
Enforcement of ADA/EEO and ERA	2	3.5
Segregated housing patterns	3	5.3
Police and community relations	2	3.5
Abandon housing in redevelopment areas	1	1.8
Race relations and diversity issues	9	15.8
Increase in gang-related activities	1	1.8
Lack of community vision	1	1.8
Unsatisfied with school system	1	1.8
Total	56	98.4

Table 32. How issue #1 affects relationships?

Maintain a dual society	29	65.9
Unsettled city relationships/violence	6	13.6
Upgrade all schools	1	2.3
Fear young children will join gangs	2	4.5
Handicapped are denied access	1	2.3
Results inequality	5	11.4
Total	44	100.0

Table 33. How should city/community address issue #1?

Add a 2 cents tax	2	4.9
Finish boundaries assignments	1	2.4
Cancel tax break and invest in schools	1	2.4
More youth activities/programs	2	4.9
Educate citizens/employers about handicapped	3	7.3
Police real estate agencies	1	2.4
Doing what is right	14	34.1
Develop equity fairness standards	15	36.6
Don't know	1	2.4
Total	40	97.4

Table 34. Frequency distribution of opinion leaders' responses to current issues facing Greensboro.

Current Issue #2	Frequency	Percent
School redistricting	1	4.9
Availability of affordable housing	4	9.8
Capital for minority and women business	5	12.2
Enforcement of ADA/EEO and ERA	2	4.9
Segregated housing patterns	4	9.8
Lack of public transit impacting job opportunities	7	17.1
Police and community relations	1	2.4
Abandon housing in redevelopment areas	2	4.9
Race relations and diversity activities	5	12.2
Increase in gang-related activities	3	7.3
Job and pay issues	1	2.4
Institutional racism	2	4.9
Develop S/E/SE/SO	1	2.4
Total	38	95.2

How Issue #2 affects relationships?		
Increase city police support	2	6.7
Everyone should have adequate wages	5	16.7
Young couples can not purchase homes	1	3.3
Results in unequal education	2	6.7
Suspicious of authority	5	16.7
Made to feel less than other	8	26.7
Right to feel safe	5	16.7
No car equals no job	1	6.7
	29	100.2

How should city/community address Issue #2?		
Enforce fair housing laws	3	11.1
More citizens/police activities	9	33.3
Require a living wage	1	3.7
Make new home funds available	5	18.5
Fair distributions of students and funds	3	11.1
New leaders	1	3.7
Expand public transit	2	7.4
Non-discrimination clause in city policies	2	7.4
Don't know	1	3.7
Total	27	99.9

Table 35. Frequency distribution of opinion leaders' responses to current issues facing Greensboro.

Current Issue #3	Frequency	Percent
School redistricting	2	7.4
Availability of affordable housing	2	7.4
Capital for minority and women business	1	3.7
Enforcement of ADA/EEO and ERA	1	3.4
Segregated housing patterns	2	7.4
Lack of public transit impacting job opportunities	5	18.5
Police/community relations	2	7.4
Abandon housing in redevelopment areas	1	3.4
Race relations/diversity issues	5	18.5
Increase in gang-related activities	6	22.2
Total	27	99.0

How Issue #3 affects relationships?

	Frequency	Percent
Restricts a segment of society	15	83.3
Becomes a haven for drug/illegal activities	1	5.6
Economically	2	11.1
Total	18	100.0

How city/community address Issue #1?

	Frequency	Percent
People should live near jobs	2	9.5
City and State laws	2	9.5
Coordinate information and services	14	66.7
Renovate for first time home buyers	1	4.8
Increase public transportation funding	1	4.8
No guns in schools	1	4.8
Total	21	100.1

Comments

	Frequency	Percent
Learn to work together	1	100.0

21ST CENTURY CHALENGES IN HUMAN RELATIONS IN GREENSBORO

Table 36. Frequency distribution of opinion leaders' responses to anticipated diversity challenges in Greensboro.

Diversity Challenges	*Frequency*	*Percent*
Influx of various ethnic groups	12	21.4
Sensitivity training for police officers	2	3.4
Economic/physical growth in Central/Eastern City	6	10.7
Racial resegregration in the school system	3	5.4
Segregated housing patterns	1	1.8
Unifying ethnic and other cultural groups	3	5.4
Prevention of gang-related activities	1	1.8
Tendency to deny that racism exists	7	12.5
Maintaining open communication on diversity	2	3.4
Widening gap between "have and have-nots"	5	8.9
All of the challenges listed in questionnaire	4	7.1
Furthering equal treatment of disabled	2	3.4
Expand services as City grows	1	1.8
Treat homosexuals fairly	1	1.8
Too many lawsuits	1	1.8
Balance racial diversity	1	1.8
Sensitivity training for police officers	1	1.8
Open communication	2	3.4
Total	**55**	**97.6**

Step #1 that can be taken to meet challenges

	Frequency	Percent
Educate people about cultures	27	62.8
Stop denying the existence of racism	1	2.3
Outreach to ethnic groups	3	7.0
More language classes	1	2.3
Sensitivity training for officers	1	2.3
Racism training for key players (leaders)	1	2.3
Improve public transportation	1	2.3
Provide interpreters	2	4.7
Outreach to groups	5	11.6
Integrate neighborhoods	1	2.3
Total	**43**	**99.9**

Table 37. Frequency distribution of opinion leaders' responses to step #2 to meeting diversity challenges and effects of not addressing diversity challenges.

Step #2 that can be taken to meet challenges	Frequency	Percent
Cultural awareness sessions	24	72.7
End school segregation	3	9.1
Meeting with ethnic groups	2	6.1
Rotate police officers yearly	1	3.0
Funding for employment and housing	2	6.1
Penalize racists	1	3.0
Total	33	100.0

Effects of not addressing challenges	Frequency	Percent
Prejudice/discrimination prevails	22	64.7
Division of people	5	14.7
Gang related activities	2	5.9
A segment of population will be overlooked	3	8.8
Fear of being sued	1	2.9
No clear way to come together	1	2.9
Total	34	99.9

Focus Groups

Summary of Findings-Section II
*Accomplishments
*Current Issues
*21st Century Challenges

Focus Groups

Summary of Focus Group Selections of Top Suggestions:

A. Summary Human Relations Top Accomplishments Listed for Greensboro

1. Formation of diverse groups in the city to address human relations issues such as the Committee of One Hundred, NCCJ, Guilford Native, Commission on Women, Human Relations Commission, Women Improving Race Relations and others

2. Peaceful desegregation of schools, stores and parks with high level of community involvement. Greater efforts by developers in mixing low, moderate and high income neighborhoods would greatly improve integration of schools.

3. Expanded public transit enabled greater access to resources throughout the city. Expanding hours to 10 PM has helped access to more job opportunities.

4. Community Policing in public housing and community has reduced crime and increased a greater sense of safety among the elderly and youth. Community policing has also helped improve relations and engendered greater respect between police and community.

5. Increase of nonprofit organizations which help with affordable housing opportunities for moderate and low income citizens.

6. Creation of the District electoral system which enhances citizen representation and increases perception of inclusion and opportunity to participate in government.

7. The Martin Luther King Holiday brings people together throughout the city. Greater efforts to involve the business sector to participate city wide should be undertaken.

8. Outreach toward immigrant groups by public and private groups aid in improving human relations between Greensboro citizens and new residents unfamiliar with American customs. Such efforts enhance and build positive relationships.

9. Efforts toward improving people's lives through helping to get them into jobs and off welfare.

10. Celebration of cultural heritage/differences brings people together and improves understanding.

B. Summary of Top Current Human Relations Issues Facing Greensboro

1. Expand our thinking beyond just black and white in the city. Lack ways to involve non traditional leadership such as Native Americans, Hispanics, Asians, Arabs and other groups. We have generational issues that cross all racial lines to address.

2. School Redistricting problems impact attitudes toward participation and a sense of being valued. Schools are not perceived as equal throughout the district, therefore resources need to be spread to make schools offerings, teachers and facilities more equal. Segregated housing patterns cause the school redistricting problem. Better planned communities which mix low, moderate and high cost housing was suggested, but do city leaders have the will to require such developments..

3. Retail Centers adjacent to and in African American communities are not well maintained and customer service is poorer in the retail shops, grocery stores than in other areas.

4. Hiring and selection practices by the Sheriff, police, and fire departments are inadequate and do not reflect the percentage of black population in the area.

5. There is a lack of affordable housing for families and individuals. Those whose incomes are under $40,000 find it especially difficult because they are ineligible for most public assistance. The cost of new construction is too high in the area.

6. Gang related activity and drug addiction are taking our youth away. Too many youth are getting into trouble with the law, dying or dropping out of school because of drugs and gangs. This problem is increasing.

7. More community policing needed. More police presence in neighborhoods needed with police officers interacting with residents more often .

8. Business leaders and developers have too much influence over growth on city officials. The average citizen's voice is not being heard about growth and quality of life issues. Growth is not evenly distributed, not controlled and not adequately planned. Greater grassroots involvement needed in decisions by city.

9. Assistance with getting jobs for persons released into the community after incarceration needed. A job will help parolees make a better adjustment to the community and provide greater stability in their re-entry.

10. Race relations/diversity issues are still a real problem. Need help with accepting each other as human beings. Communication is the key.

C. Twenty First Century Summary of Top Human Relations Challenges

1. Greensboro is and will continue experience an influx of ethnic groups. Overcoming ignorance of what we do not know about these groups will be a challenge.

2. Improving economic and physical growth in Southeast quadrant-African American Community.(aesthetics, streets, and parks)

3. Prevention of gang related activities

4. Dealing with the widening gap between the haves and have nots, e.g. Take a walk on Elm Street and compare NE Elm with SE Elm in quality of life/environment. No action on improving South Elm in two years. Gorrell Street improvements still needed.

5. Understanding (clarifying) ethnic and other cultural groups through open dialogue. City should initiate and lead such efforts toward goal of unifying diverse groups and bringing citizens together for such dialogue.

6. More police visibility needed in districts. Especially needed late at night. Lincoln Grove and McConnell Road mentioned. Not just there when crime occurs.

7. Increase and expand public transportation. It takes a three hour ride from airport to home on public transit at night. Needs improvement. Phones not answered at night.

8. Increased training and sensitivity by police toward youth. Mentioned police cadet program and youth/police ride program as ideal.

9. More and better schools. Schools are crowded. Get rid of trailers. All schools should have air conditioners.

10. Sensitivity training for teachers and staff and conflict resolution with students aimed at reducing violence, conflicts and to increase capacity for handling situations appropriately and humanly.

The Human Relations Assessment
Recommendations

The Human Relations Department initiated an effort to ascertain views regarding progress in Human Relations in Greensboro since 1960. The Department conducted a human relations assessment of the perceptions of equal opportunity in Greensboro. The Commissions on Human Relations and The Status Of Women were involved in the Assessment. The Human Relations Assessment sought views on accomplishments, current issues and 21st century challenges. The initiative was launched in the spring of 98 and completed in December of 1998. The Department selected McKoy and Associates of Raleigh to conduct the assessment. The following are recommendations for consideration in implementing the study:

*Community/Town Meeting
1. The Commission should share the recommendations of the study with the community through a Community/Town Meeting

Recommendations Section I
Section 1 Perceptions on Accomplishments/Current Issues/21st Century Challenges

*Employment
2. The Department/Commissions should meet with Chamber of Commerce leaders, Personnel Associations and other business and public sector leaders involved in the employment area to share perceptions from Assessment to seek their involvement toward addressing this matter and exploring ways to increase efforts in bringing about greater equal opportunity in Greensboro

*Housing
3. The Department/Commissions should meet with leaders of the Lending/Banking Community to share perceptions regarding lending and challenge these officials to assist the Department and the community in taking steps toward changing these perceptions of unfairness and in increasing efforts to help blacks and women obtain greater success in this area.

*Education
4. The City should share perceptions on Educational opportunity with the School Board and with principals and other key persons involved in the education arena. The Human Relations Department and Commissions on Human Relations and Women should host a series of focus groups with education officials/leaders and community leaders to explore ways to address this issue.

Recommendations Continued

*Law Enforcement/Justice
5. The Human Relations Department/Commissions should share findings with
    members of the law enforcement/justice community to include: police, Sheriff, District
    Attorney and judicial officials. The information should equally be shared with
    community leaders interested in reform and improvements in the justice system.
    More dialogue between the law enforcement/judicial officials and the community
    could improve perceptions on fairness.

*Affirmative Action
6. The Human Relations Department/Commissions on Human Relations and Women
    should share conclusions supporting affirmative action in the assessment with
    public and private sector community. Leaders involved in hiring decisions should
    be made award that respondents among all groups view affirmative action as
    necessary in bringing about equal opportunity and still needed in 1998.

Recommendations Section II

*Accomplishments
7. Respondents would like to see the city celebrate its efforts toward bringing about
    peaceful integration. Leaders who led peaceful integration of the schools and
    community should be cited.

8. Celebrate Movement to District Electoral System
    Achieving equal representation should be celebrated and persons/groups given
    appropriate awards and recognition. This brought a perception of fair representation.

9. The City and its organizations should celebrate its diversity through recognizing and
    lifting up the existence of groups involved in recognizing and promoting the richness
    of Greensboro's cultural diversity and heritage.

10. The City/Community should reward efforts to increase access to jobs and services
    through expanded public transit available to the poor, disabled and elderly.

11. The city should recognize and commend efforts by non profit groups involved in
    working to achieve access to opportunities for the disabled

*Current Issues

12. School redistricting is a major concern to the respondents. Continued positive toward addressing this issue is needed in addressing school challenges brought about by this issue. Focus groups by the School board and the those interested promoting positive human relations should be considered.

13. Perceptions of unequal opportunity for women, blacks, the disabled and other ethnic groups still persist and efforts toward working to promote and enhance equality of opportunity are still needed in 1998.

14. Police community relations issues are also seen as a current issue/challenge. Increased presence of law enforcement in the community in non enforcement as well as enforcement activities are viewed as needed.

15. There is a lack of affordable housing for the low income citizens according to respondents. Public and private sector organizations should step up efforts directed at increasing affordable housing for low and moderate income earners.

16. Increases in gang related activities among Greensboro's youth concern respondents. Special efforts to reduce gang related activities and related drug prevention initiatives should be increased.

17. Transportation access to jobs and services should be increased. Lack of access to key employment and service areas is not available to all especially the low income who need access to and depend on public transit.

18. Lack of available capital for minority and women owned businesses is a current issue. Respondents feel that financial institutions should be more responsive and step up efforts in this area. The Commissions should initiate efforts to bring the banking community along with minority and women business leaders together with the goal of improving access in this area.

*21st Century Challenges

19. Intensify outreach efforts at every level toward building better human relations toward Hispanics, Asians and other ethnic groups that are increasing in their presence in our city. The city, county, schools, businesses and community organizations should embrace and welcome our increasing cultural diversity and initiate efforts to educate ourselves about new challenges brought about because of the influx of new members of our community. Efforts aimed at greater involvement and inclusion should be undertaken.

Acknowledgments

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